

Inside this
issue:

Welcome

Staff Changes

Christmas Opening
Times

Changes to the
Appointments
System

Patient Contact
Details

SMS Text
Messaging
Appointment

Online Services

Introducing the
Friends & Family
Test

Emergency
Admissions

Training
Practice

Breathe Easy
Groups

National
Rheumatoid
Arthritis Society

Thank you to the
Physiotherapy
Department

Community &
Charity Events

Welcome

Welcome to the latest edition of the Staffa Health Patient Newsletter – a copy is also available on our website www.staffahealth.co.uk under the Patient Participation heading. We will be happy to include any particular issues which patients would like published in relation to patient information in future issues – we welcome your requests/suggestions for future editions.

Staff Changes

Goodbye

In June we said a fond farewell on their retirement to Valerie Beattie, Practice Manager and to Christine Flinders from our Admin Team (who was one of our longest serving employees having joined in 1986!). Sally Ashford, one of our Patient Service Coordinators at Pilsley and Nicola Fletcher, Treatment Room Nurse recently left for pastures new. We wish them all the best of health and happiness in their retirement/future careers.

Welcome

We are delighted to announce the following recent appointments:-



Ruth Cater has joined as **Practice Manager**. Previously she worked as Director of Business Development for CNCS, a Social Enterprise organisation that provides primary and urgent care services in Nottingham and Leicestershire. Prior to this she was a Service Improvement Manager at Queens Medical Centre and a Primary Care Researcher with the University of Nottingham.

Dr Faye Geeson is one of our **Salaried GPs**. Faye qualified in 2004 from St George's Hospital Medical School, University of London. Faye's first job was a medical SHO rotation in Nottingham before seeing the light and enrolling on the GP training programme in Derby. After completion in 2009 and Faye worked at Blue Dykes and Clay Cross surgeries as a salaried GP until she came to Staffa Health earlier in the year. Faye also works part-time as a locum GP within Hardwick and North Derbyshire CCGs. She has an interest in women's health. Faye has just completed a Postgraduate Certificate in Medical Education and should be becoming a trainer in the next few months. She also teaches undergraduates at the University of Sheffield.



Patient Service Coordinators - Emma Mason and Liz Shaw have joined our team at Tibshelf and **Sue Stone** will be working at our Stonebroom branch.

Christmas Opening Times and Surgery Closures

Please make a note of the following dates when the surgeries are closed:-

Wednesday 24th December - Christmas Eve - Stonebroom and Holmewood closed from 3pm, Pilsley closed from 12.30pm as usual. Tibshelf open all day until 6.30pm for all services and all patients.

Thursday 25th December 2014 - Christmas Day - All practices closed all day

Friday 26th December 2014 - Boxing Day - All practices closed all day

Thursday 1st January 2015 - New Year's Day - All practices closed all day

If you require any urgent medical assistance during this time, please telephone 111



Changes to the Appointments System



Nationally, an increasing number of patients with complex needs are being cared for in general practice. This means that at Staffa Health we need to look for new ways to give people the care they need, when they need it.

Over the last few months we have assessed our ability to respond to patient requests for appointments. In assessing the service we offer, new ideas have been developed to respond to our patients' needs.

From 17th November 2014 we will be trialling two changes to the appointment system by offering patients:-

- Urgent same day appointments instead of patients going through the triage system.
- Telephone consultations.

The aim of the new systems are to ensure that the patients with the greatest medical need are seen quickly, and to give patients a more convenient service.

Urgent Appointments:

In future if you request an urgent appointment, you will be offered an appointment for that day rather than going through a triage assessment. This may be with a doctor or a nurse clinician. All of our nurse clinicians are very experienced and skilled to deal with all conditions that a GP may see. We will endeavour to book you an appointment at your nearest site, however, you may be asked to travel to one of our other sites if they have the only available appointments.



Please telephone as early as possible if you have an urgent problem as appointments are limited. We will do our best to get you seen before we close at 6.30 pm but appointments get booked up very quickly and this becomes more difficult later in the day.

Telephone Consultations:



Many problems can be dealt with entirely over the telephone. Sometimes a telephone consultation also helps to arrange for investigations such as a blood test before a visit to see the clinician. This saves you an unnecessary visit to surgery, and keeps a face-to-face appointments free for someone else where that is the most appropriate option.

If you think your problem could be something that could be resolved over the telephone, please ask for a telephone consultation when you book your appointment.

Can I still pre-book an appointment for another day? - Yes, over half of all of our appointments (face-to-face and telephone consultations) remain pre-bookable several weeks in advance, with a choice of who you can see.

How will the changes be monitored and reviewed? - We will be carefully monitoring how the new system works and making sure that the changes are beneficial to all. Your feedback and experience is very important to us and we would like you to let us know of any difficulties you experience. We'd also like to hear from you if you feel it works better than the previous system. We will be issuing a patient survey in a few months' time so please tell us what you think.

How can you help us to provide the care at the right time to all of our patients? - Appointments are precious. If you cannot attend for an appointment you have booked you need to ring and tell us so that we can use the appointment for another patient. Every week the equivalent of almost one full time GPs appointments are wasted by patients not attending and not letting us know. Imagine how many more patients we could see when they needed us if these appointments hadn't been wasted.

Please also ensure you arrive on time for your appointment. If you miss your slot we may not be able to see you and you will be asked to re-book for another day.

For more information on the changes please visit our website or speak to one of our receptionists.

Patient Contact Details

Please ensure that we have the correct contact details for you:-

- * **Current Address**
- * **Home Telephone Number**
- * **Mobile Telephone Number**
- * **Work Telephone Number**
- * **Email Address**



Sometimes we struggle to contact patients as we have incorrect contact details. This creates extra work for our administration team and can lead to delays in treatment or failure of patients to attend hospital





SMS Text Messaging - Appointment Reminders



After some initial teething problems the SMS (text message) confirmation and appointment reminder message service is now working again. **However, as with all new systems technical issues may still be experienced and we request that patients do not rely on the text alert system when they have booked an appointment.**

If you wish to start receiving the messages please let a member of the surgery staff know and we will record your consent to receive the messages. It will be your responsibility to keep us informed if your mobile number is no longer in use or if you have changed your number.

If you wish to "opt out" or have any queries about this service please contact us.

Online Services

Click here for online services



You are now able to **book appointments** and **request repeat prescriptions** online using the EMIS Patient Online system at Staffa Health. To get set up for online booking of appointments and prescription requests go to <https://patient.emisaccess.co.uk/register> and follow the log-on instructions.

In future you will also be able to view some of your medical records online through the Patient Online system. Online access to your medical records has not yet been enabled, however plans are in place for this to commence before 31st March 2015.

Introducing the Friends & Family Test

The Friends and Family Test

From November we will giving all of our patients a new opportunity to provide us with your much valued feedback by implementing the Friends and Family test at all of our sites.

The Friends and Family test asks one simple question:

How likely are you to recommend our practice to friends and family if they need similar care or treatment? Why?

Your responses will help us to identify ways we can improve our services. The overall response we get will also be published on the NHS Choices website and will allow patients to compare our practice scores with the scores from other practices. Look out for this new questionnaire at all sites and tell us what you think.

Emergency Admissions

Hospital Accident and Emergency (A&E) Departments are mainly for major injuries and emergency treatment. If you are unsure if it is appropriate to attend A&E, please contact the surgery for advice or call 111 (which is free of charge from a landline or mobile). Generally, you should visit A&E or call 999 for life-threatening emergencies, such as:-

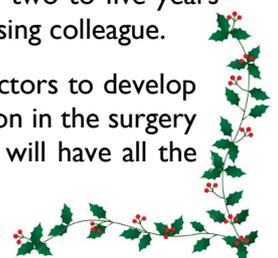
- * **loss of consciousness**
- * **acute confused state and fits that are not stopping**
- * **severe bleeding that cannot be stopped**
- * **breathing difficulties**
- * **persistent, severe chest pain**

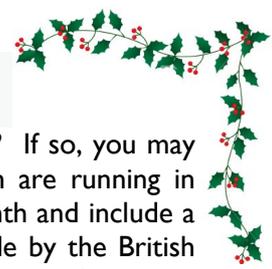
Less severe injuries can be treated in Minor Injuries Units (MIUs)/Walk-In Centres (WICs), patients can be treated without an appointment. The nearest one is situated at Ripley Hospital, Sandham Lane, Ripley, Derbyshire, DE5 3HE ☎ 01773 743456 and is open 7 days a week between 8.00 am until 10.00 pm.

Training Practice – What does it mean?

Before a fully trained hospital doctor can work as an independent GP they need to complete additional time working and training in a GP Training Medical Practice. Staffa Health are proud to be one of the Practices accredited by the East Midlands Deanery to complete the training of these experienced trainee doctors. Depending on the stage of their training, these trainee doctors will have been fully qualified for two to five years when they join us. Trainee doctors work from all four of our sites and will always have a supervising colleague.

One of the major advantages of training is that we have a constant stimulus from our trainee doctors to develop and build the care we provide, and to give a fresh insight into how we work. At every consultation in the surgery the full medical record is available, so whichever member of our team you see or talk to they will have all the available information to hand.





Breathe Easy Groups



British Lung Foundation Support Network

Do you want to know more about your lung condition and how to manage it? If so, you may wish to join one of the newly formed Breathe Easy Support Groups which are running in North East Derbyshire and South Normanton. The groups meet once a month and include a guest speaker and refreshments. They are one of 240 groups run nationwide by the British Lung Foundation (BLF) to support people with a lung condition and those who care for them. The BLF is the only charity fighting to help the one in five people in the UK affected by lung disease.

Breathe Easy Hardwick South Group - meets on the 3rd Wednesday of the month, 1.30-3.30 pm at the Post Mill Centre, Market Street, South Normanton, DE55 2EJ. **Next meeting:** 17th December 2014. Further details contact Phil Smith 07540 8509354.

Breathe Easy Hardwick North Group - meets on the 4th Tuesday of the month, 1.30-3.30 pm. **Next meeting:** 23rd December 2014 at St Barnabas Centre, Pilsley Road, Danesmoor, S45 9BU. For more information, call the BLF Helpline on 03000 030 555 or visit www.blf.org.uk

National Rheumatoid Arthritis Society Group



A new Rheumatoid Arthritis Group has been set up for North East Derbyshire. **Meetings, including guest speakers, are held first Tuesday of each month from 6.30-8.30 pm at Pilsley Methodist Church, Bridge Street Methodist Church, Bridge Street, Pilsley, Chesterfield, S45 8HE.**

Guest speakers and topics will cover all areas surrounding the better self-management of RA such as physiotherapy, useful gadgets and exercise, Rheumatologist Q&A, Specialist Nurse, diet and nutrition, different medications available, alternative therapies and lots, lots more.

Full details of meeting dates and topics can all be found on the NRAS website www.nras.org.uk/groups or please call 0845 458 3969 for the most up to date information. **All welcome - You do not need to be a member of NRAS to attend.**

Thank you to the Physiotherapy Department

I am 67 years old and approximately 18 months ago I began to suffer pain in both my knees. I visited Dr Cooper who referred me to the Physiotherapy Department. at Clay Cross Community Hospital. They arranged for me to attend a course at the knee clinic for arthritis. I was apprehensive when I learned it was a group course and not one to one. However, after attending a number of sessions I realised that being involved with a group of others with similar problems to mine was useful and informative. The sessions included talks and hand-outs from staff, various exercises which focused specifically for knee problems and which could also be done at home. On completion of the course I had more movement in both knees and considerably less pain. I continue the exercises on a daily basis at home and have found my knee problem much improved. I felt initially a little sceptical but have no regrets about attending these classes as my health has improved without medication or surgery, and would attend any similar classes in the future.

Community & Charity Events



Staffa Health continues to support the local community and charities and in the summer Team Staffa took part in the Tug of War at Pilsley Village Fete. Unfortunately Team Staffa lost but good fun was held by all.

In September, six other team members took part in Race for Life's Pretty Muddy event at Clumber Park. This was a 5k run involving climbing over, under and through very muddy obstacles. The ladies got extremely wet and muddy but managed to raise £350 for Cancer Research.



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